

*Christiane Mayer**9-1-514-597-6282***Christiane Mayer**

De: Christiane Mayer Réseau-Conseil
 Envoyé: 8636 Ernest Savignac
 À: Montréal (Québec)
 Objet: H2M 2M3

P12 (1)

Date: 5 mai, 2000 14:43
 Subject: FW: Ready to fly?

>For all of us who actually had to or ever try to book and airline ticket
 >with some sanity

>
 >Have fun and a great weekend !!

>
 >Best Regards,

>
 >Raymond J. Dionne
 >Senior Technician, Calgary Deerfoot
 >EDS Innovations Inc.
 >Continuity Services

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 >The nature of truth is unalterable

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 >
 >-----Original Message-----

>From: De Zwart, Josh (Innovations)
 >Sent: Friday, May 05, 2000 8:27 AM
 >To: Dionne, Raymond (Innovations); Friesen, Vance (Innovations)
 >Subject: Ready to fly?

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 > → IF THE AIRLINES SOLD PAINT

> Customer (CU): Hi, how much is your paint?
 > Clerk (CL): Well, sir, that all depends.
 > CU: Depends on what?
 > CL: Actually, a lot of things.
 > CU: How about giving me an average price?
 > CL: Wow, that's too hard a question. The lowest price is \$9 a gallon,
 >and we have 150 different prices up to \$200 a gallon.
 > CU: What's the difference in the paint?
 > CL: Oh, there isn't any difference; it's all the same paint.
 > CU: Well, then, I'd like some of that \$9 paint.
 > CL: Well, first I need to ask you a few questions. When do you intend
 >to use it?
 > CU: I want to paint tomorrow, on my day off.
 > CL: Sir, the paint for tomorrow is the \$200 paint.
 > CU: What? When would I have to paint in order to get the \$9 version?
 > CL: That would be in three weeks, but you will also have to agree to
 >start painting before Friday of that week and continue painting until
 >at least Sunday.
 > CU: You've got to be kidding!
 > CL: Sir, we don't kid around here. Of course, I'll have to check to see
 >if we have any of that paint available before I can sell it to you.
 > CU: What do you mean you'll have to check to see if you can sell it to
 >me? You have shelves full of the stuff! I can see it right there.
 > CL: Just because you can see it doesn't mean that we have it. It May be
 >the same paint, but we sell only a certain number of gallons on Any

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>given weekend. Oh, and by the way, the price just went up to \$12.
> CU: You mean the price went up while we were talking?
> CL: Yes, sir. You see, we change prices and rules thousands of
>Times a day, and since you haven't actually walked out of the store
>with Your paint yet, we just decided to change. Unless you want the same
>thing to Happen again, I would suggest that you get on with your purchase.
>How many gallons do you want?
> CU: I don't know exactly. Maybe five gallons. Maybe I should buy
>six gallons just to make sure I have enough.
> CL: Oh, no, sir; you can't do that. If you buy the paint and
>then don't use it, you will be liable for penalties and possible
>confiscation of the paint you already have.
> CU: What?
> CL: That's right. We can sell you enough paint to do your
>kitchen, bathroom, hall and north bedroom, but if you stop painting
>before you do the bedroom, you will be in violation of our tariffs.
> CU: But what does it matter to you whether I use all the paint?
>I already paid for it!
> CL: Sir, there's no point in getting upset; that's just the way it is.
>We make plans based upon the idea that you will use all the paint,
>and when you don't, it just causes us all sorts of problems.
> CU: This is crazy! I suppose something terrible will happen if
>I don't keep painting until after Saturday night?
> CL: Yes, sir, it will.
> CU: Well, that does it! I'm going somewhere else to buy my paint.
> CL: That won't do you any good, sir. We all have the same rules.
>And thanks for painting with our airlines!
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